

## **TECHNOLOGY LEARNING COORDINATOR**

### **DISTINGUISHING FEATURES**

The fundamental reason the Technology Learning Coordinator position exists is to oversee the development and coordination of technology learning programs in the Information Systems Department. Additionally, this position is charged with the continuation to expand technology learning as an integral part of the "Virtual Scottsdale University." Work is performed under general supervision of the Chief Information Officer.

### **ESSENTIAL FUNCTIONS**

Administers technology learning classes and programs.

Procures and implements Web based software programs to manage citywide learning activities.

Researches and evaluates technology learning opportunities and makes them available for customers including: computer based training programs, web deliverable training programs, distance learning programs, and multipoint broadcast systems.

Develops and coordinates learning programs for appropriate day-to-day technology needs and major technology upgrades and projects.

Develops and tracks key performance measures for technology programs.

Ensures high customer satisfaction level with technology learning programs.

Coordinates and expands the "Customers as Trainers" program.

Creates opportunities for customer departments to share information through technology learning forums or user groups.

Establishes effective working relationships with customers, management and the general public to accomplish the objectives of the position.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

##### Knowledge of:

Management practices and procedures

Information Systems related terminology, practices and procedures

I.S. processes, regulations, codes, ordinances and terminology

Thorough working knowledge of MS Windows, UNIX, and TCP/IP network environments

##### Ability to:

Plan and implement large-scale projects, effectively listen and communicate (both written and orally) with all levels of staff and management, and facilitate group discussions to create innovative learning initiatives for the organization

Interpret City ordinances, rules and regulations, and make rational decisions in accordance with established policy.

Evaluate and resolve customer problems and issues.

Understanding of MS Windows, UNIX, and TCP/IP applications and the network environments.

Review procedures and problems and develop solutions and new systems

Listen and communicate effectively with a diverse group of people

Establish and maintain effective working relationships with co-workers, supervisors, contractors, vendors, and the general public

Operate a PC to compose reports and correspondence

Understand and interpret City ordinances, stipulations, codes, policies and procedures and understand the logic behind them

Communicate effectively with the public, staff and co-workers

Study problems and develop innovative solutions; prepare and present effective written and oral reports

### **Education & Experience**

Any combination of training, education, and experience equivalent to a bachelor degree in computer information systems, business administration, training and development or a closely related field and three years experience developing and coordinating learning programs. This position requires experience in the areas of communication, facilitation, and customer service. . Requires experience utilizing office technology and end user software packages particularly the Microsoft Office Suite of products.

FLSA STATUS: Exempt

HR Ordinance Status: Unclassified